**Business Analyst**

**Dhiraj R Menon**

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**Brief Summary: -**

Ambitious and experienced Business Analyst skilled at enhancing and optimizing business processes to ensure growth and success. 7+ years of Business Analysis experience in analyzing internal workflow process to identify areas of enhancement, and assessing business requirements, UAT and creating DFDs and User Guides. Like to continue building my career in Business Analysis by enhancing my skills in dynamic and fast placed workspace and seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

# PROFESSIONAL EXPERIENCE

**Business Analyst II** August 2019 – Present

Ares Management Co-operation, Mumbai, India

* Working with end-users to define and continuously improve IT Infrastructure services: UC, Collaboration, Cloud, Storage, Database and Networks.
* Performing Requirement Gathering creating wire-frames, workflows, BRD/Vision Document FRD and get signoffs from stakeholders.
* Working with the Architecture and Strategy team to understand pain points of stakeholders and creating new processes or introducing new technologies to solve customer pain points.
* Define technology strategy and road maps working across a diverse group of subject matter experts. Work in a matrix environment, influence subject matter experts and end users.
* Creating user guides, user communications and driving improved customer satisfaction. Vendor management and understand contracts against actual spend by doing IT cost analysis.
* Performing UAT and using project management tool JIRA to track projects and roadmap and bugs. Training Users on JIRA and other new releases done with respect to the projects
* Creating Reports to understand trends in Production Support Tickets.
* Collaboration with onsite and offshore team with good analytical ability, communication, customer focus, negotiation skill, willingness.
* Soft Skills: - Critical Thinking, Teamwork Skills, Business Analysis, Collaboration, Judgement and Decision-Making

**Business Analyst** January 2019 – August 2019

Technogen IT Services, Mumbai, India

* Project Documentation – SRS, Change Request document creation and client interaction.
* Analyzed corporate business processes to develop customized solutions to reduce costs, increase revenue and maximize profit.

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* Clearly communicate the business requirements to the Team, get detail level of requirement from stakeholders or customers. Requirement analysis for FarmERP customization projects Implementation of FarmERP project within the Business Operating Model.
* Delivering Functional and User Acceptance Testing. Coordinated the documentation of business requirements and scoping of requirements for the phase, across multiple business functional areas and working with Development, Quality assurance Creating Help Documents and Process Flow Charts Assisting in the preparation of user and system test plans.

**Senior System Analyst** November 2014 – January 2019

Packt, Mumbai, India

* Identify, refine, and accurately articulate the business objectives and value proposition of assigned initiatives. Bring alternative perspectives and influence consensus among stakeholders.
* Ensure the solution (people, process and technology) meets the program and/or project objectives and is aligned with business and IT strategic direction. Participate in the development of a compelling business case that measure and communicate proposed project benefits.
* Collaborate with project leads to determine how requirements will be approached and managed for a project.
* Work with project leads to develop requirements work plans, identify task dependencies, develop estimates and determine resource skill requirements; support risk management and change management activities.
* Provide support and mentoring to other analysts and team members to facilitate a better understanding of requirements techniques, processes and deliverables required to support successful project delivery.
* Responsible for the success of the Requirements Definition Process for assigned work with limited supervision.
* Elicit, analyze, specify and communicate business, system and implementation requirements.
* Ensure the requirements are unambiguous and understandable by both business users and solution delivery teams.
* Work with stakeholders to prioritize requirements effectively based on business value, risks and constraints.
* Effectively identifies and manages requirements conflicts and issues to resolution.
* Ensure that requirements are understood and approved by all stakeholders.
* Manage requirement traceability and changes throughout the project lifecycle.
* Measures and tracks quality of business analysis work.
* Ensure the test strategy and test plans adequately cover the requirements. Assist in defect resolution.
* Simultaneously support multiple initiatives as assigned.

**Senior Analyst** July 2014 – October 2014

Eclerx, Mumbai, India

* Working on ERP system, Troubleshooting and Co-Ordination with onshore (European) clients via conference call & emails and evaluating the schedule & technical feasibility of the Project. Co-ordinate the technical B2B integration for the Project and working on UAT regression testing.
* Coordinate between Customer’s technical and Procurement team and execute the project till completion (B2B ERP Integration). Links customers ERP system to Dell’s supply chain to help streamline and avoid unnecessary costs by the manual work hidden in their current

procurement process.

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* Working on HTML and XML documents and on projects of Buyer Hosted Catalogue. Creating profiles of clients in premier B2B Tools. Explaining end to end process to clients on weekly basis.
* Responsible for managing projects for Dell’s corporate accounts under the PremierConnect brand, with the aim of increasing the business through the B2B (corporate) channel via the electronic medium and following the procedure of P2P cycle (e-penetration).

**System Analyst** October 2013 – June 2014

HPH Systems, Mumbai, India

* Worked as a System Analyst by supporting clients with function support daily and ongoing support on various projects for the department.
* Assisting clients and organization to resolve their critical issues with Identifying issues and troubleshooting using best practices -Helping
* Actively manage the open incidents in the SAP Support queue and ensure detailed updates, follow-up and resolution and closure.
* Escalate incidents and requests via established processes when required.
* Creating User Documentation using screenshots of the process and sharing it with the client.

**IT Associate** Feb 2010 – May 2011

Strategic Manpower Solutions (Reliance Industries), Mumbai, India

* Hardware & Network Operations Support by managing network infrastructure for Reliance PAN India Locations . Deployment and managing Cisco Firewalls,Cisco Wireless infrastructure deployment ofCisco ISE, Cisco Prime for management and Cisco Switches across Reliance Industries sites as part of daily operation and incidents solving as per SLA.
* Provide Technical support to Reliance Stakeholders.

**Key Skills:**

Requirements Gathering & Analysis, Enterprise Implementations, DFD Level 0, Use Case Diagrams, UAT, SQL, KPI Dashboards & Scorecard, Data Mining & Analytics, Reporting, Office 365, CRM, JIRA , Confluence, SDLC, Agile, Waterfall, Visio, Lucid chart, Trello, Asana, SharePoint, SugarCRM, SharePoint, Business Process Analysis.

**Data Discovery Tools:**

PowerBI, Excel

# EDUCATION

**Masters in Business Administration (Full Time), Mumbai, India** 2011-2013

Pillai’s Institute of Management Studies and Research, Mumbai (equivalent to a Masters of Computer Science degree from an Ontario university, as determined by World Education Services in Toronto, ON)

* Specialization into Information Technology.

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**Bachelor of Science (Full Time), Mumbai, India** 2006-2009

Sies College of Arts, Science and Commerce

(equivalent to a Bachelor of Computer Science degree from an Ontario university, as determined by World Education Services in Toronto, ON)

* Specialization into Information Technology

# REFERENCES

* Available Upon Request

# AWARDS & HONOURS

* Star of the Team Award for Excellent Work Performance for the month May 2015(Packt).
* Star Performer of the Quarter Award Q1 for Excellent Work Performance April 2018 (Packt).

# CERTIFICATES

* Business Analytics Fundaments & Developing Requirements Certification from Udemy.
* Agile Business Analyst Certification from Udemy.
* The Complete JavaScript Course 2018: Build Real Projects! From Udemy
* Prince2 Foundation Project Management (01/2020 – Present) Axelos.
* CSM (01/2020 – 01/2022) – Scrum Alliance.
* RPA Business Analyst Certification from Uipath
* RPA Implementation Manager Certification from Uipath

**TRAINING**

* Currently undergoing training for CBAP and Agile Business Analyst for CBAP certification.
* Undergoing Training for RPA Business Analyst from Automation Anywhere.